

## **PERFORMANCE STANDARDS AND MINOR TECHNICAL CORRECTIONS**

### **CONTRACT AMENDMENT to the WISCONSIN WORKS (W-2) and RELATED PROGRAMS CONTRACT for the period January 1, 2002 through December 31, 2003 by and between the Wisconsin Department of Workforce Development and «Field1»**

The Wisconsin Works (W-2) and Related Programs Contract and Amendments to the Contract are amended to change the Financial and Employment Planner ("FEP") to Caseload Ratio Performance Standard from "Required" to "For Information Only" effective January 1, 2002, and to correct minor technical errors.

#### **1. Contract section 6.1 is amended to read:**

##### **6.1 Performance Standards Required and Optional Criteria are:**

Meet Priority Outcomes for Participants

- Entered Employment Placement Rate (required);
- Job Retention Rates (required);
- Full and Appropriate Engagement (required);
- Basic Education Activities (required);
- Educational Activities Attainment (required);
- Earnings Gain (required);
- Faith-Based Contracts (optional);
- Supplemental Security Income ("SSI") Advocacy (optional); and
- Available Employer Health Insurance Benefits (optional).

Deliver High Quality and Effective Case Management Services

- W-2 agency staff meet training requirements (required);
- Assessment for Appropriate W-2 Placement and Extension (required); and
- Timely and complete processing of twenty-four (24) and sixty (60) months extension requests (required).

Deliver Services that Meet Customer Expectations

- W-2 agency services meet or exceed expectations for consumer satisfaction (required).

Agency Accountability

- Financial Management (required); and
- Contract Compliance (required).

**2. Contract section 6.2 is amended to read:**

**6.2 The Performance Standards Criteria For Information Only are:**

- Average Wage at Placement;
- Addressing Barriers;
- Expanded Caseload;
- In-work Supports;
- Moving out of Poverty Indicator;
- Recidivism Rates;
- Eighteen (18) and nineteen (19) year olds in school; and
- Financial and Employment Planner ("FEP") to caseload ratio.

**3. Contract section 24.3 is amended to read:  
(to correct the web address)**

**24.3 Certified Minority Businesses**

A list of certified minority businesses, and the services and commodities they provide is available from the Department of Administration, Office of Minority Business Programs, 608-267-7806. The list is published on the Internet at: <http://www.doa.state.wi.us/dsas/mbe/report2.asp>

**4. Contract section 27 is amended to read:  
(to correct the numbering and amended the date Appendix E was updated)**

**27. Performance Bonuses**

(See Performance Standards for the 2002-2003 Wisconsin Works (W-2) and Related Programs Contract, Appendix E (amended July 31, 2002) to the Contract.)

**27.1 Total Performance Bonuses**

The total funding amounts for Performance Bonuses for all W-2 agencies will be established by the Biennial Budget Act. The total funding amounts for Level One Performance Bonuses will be allocated between Performance Standards categories as follows: sixty-five percent (65%) will be allocated to the Meet Priority Outcomes for Participants Performance Standards; and thirty-five percent (35%) will be allocated to the Deliver High Quality and Effective Case Management Services Performance Standards. The total funding amounts for Level Two Performance Bonuses will be allocated between Performance Standards categories as follows: sixty percent (60%) will be allocated to the Meet Priority Outcomes for Participants Performance Standards; thirty percent (30%) will be allocated to the Deliver High Quality and Effective Case Management Services Performance Standards; and ten percent (10%) will be allocated to the Deliver Services that Meet Customer Expectations Performance Standard.

## **27.2 W-2 Agency Performance Bonuses Amount to be Earned**

The funding amount for Performance Bonuses that a W-2 agency has the potential to earn for each of the Performance Standards categories will be determined by the Department by multiplying the statewide funding amount for Performance Bonuses for each category by the W-2 agency's proportionate share of the total statewide W-2 Base Allocation. (See section 27.1 of the Contract.)

## **27.3 Requirements**

A W-2 agency must meet the Contract Compliance Benchmarks for all of the required Performance Standards in order to be eligible to receive Performance Bonuses. (See section 6.1 of the Contract.)

## **27.4 Level One Use Performance Bonus**

The funds earned by the W-2 agency by meeting the Level One Performance Bonus Benchmark may be used without restriction.

## **27.5 Level Two Performance Bonus**

The funds earned by the W-2 agency by meeting the Level Two Performance Bonus Benchmark may be used without restriction.

## **27.6 Allocation of Performance Bonuses to Level One and Level Two**

Within each of the Performance Standards categories (section 27.1 of the Contract) and within each W-2 agency allocation (section 27.2 of the Contract), the Performance Bonuses will be divided by the Department equally between the Level One and the Level Two, unless otherwise specified by law.

## **27.7 Measurement**

### **27.7.1 Twenty-four (24) Months Data**

All performance criteria will be measured based on the data for the twenty-four (24) month contract period unless otherwise specified in the Department's document titled Performance Standards for the 2002-2003 W-2 and Related Programs Contract, which is incorporated by reference into the Contract.

### **27.7.2 Exception**

The data for the first three (3) months of the Contract Period may be excluded in the performance criteria measurement for a W-2 agency that has the Contract for a W-2 geographic area for the Contract Period January 2002 through December 2003, but did not have the contract for the same W-2 geographic area for the contract period January 2000 through December 2001, if a written request to be excluded is submitted to the Department's Contract Manager by the W-2 agency by December 27, 2002.

## 27.8 Timeframe

The Performance Bonus calculations by the Department will occur within three (3) months after July 31, 2004, which is the Department's financial close-out of the Contract or within three (3) months after the enactment of the 2004-2005 Biennial Budget Act, whichever is later. The Level One and Two Performance Bonuses will be distributed within sixty (60) calendar days of the calculation in this section.

5. **Appendix C is amended (and attached).  
(to correct the web address)**
6. **Appendix E (Amended July 31, 2002) to the Wisconsin Works (W-2) and Related Programs contract, Performance Standards for the 2002-2003 W-2 and Related Programs Contract is amended (and attached).**

All other terms of the Contract continue except as amended in this Amendment.

**IN WITNESS THEREOF**, the Department has executed this Amendment on the date set forth below and the W-2 Agency has acknowledged these revisions on the date set forth below.

\_\_\_\_\_  
 Ronald F. Hunt, Deputy Division Administrator  
 Division of Workforce Solutions  
 Department of Workforce Development

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 W-2 Agency Authorized Representative

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 Date

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 Date